

Accessing Your Mental Health and Substance Abuse Benefits

Expert Care for Life's Toughest Challenges

Stress and anxiety. A child diagnosed with attention deficit disorder. Relationship problems. Coping with grief and loss. Dependence on alcohol or drugs.

Nobody should have to go through life's toughest challenges alone. United Behavioral Health (UBH) is your 24/7 confidential resource for expert advice, guidance and counseling for issues that affect your emotional health. We connect you with experts who have the skills, training and experience to help you handle whatever comes along.

All you have to do is call.

3 Easy Steps to Accessing the Quality Care You Want

1. **Call UBH** at the toll-free number listed on the back of this flyer (and your ID card). When you call, a clinically trained counselor will consult with you about your unique needs and provide referrals. Your counselor also can answer benefit questions and tell you about any pre-authorization requirements.
2. **Obtain pre-authorization** when you call. To qualify for maximum reimbursement, some benefit plans require you to call UBH for pre-authorization before receiving some or all mental health and substance abuse services.

To find out the benefit requirements that apply to you, check your benefits summary, talk with your company benefits administrator, or call UBH.

Important! You should always contact UBH before seeking inpatient care.

3. **Arrange an appointment** with the network clinician you have selected for quality care and the highest level of coverage. It's that easy!

Count on us. We're here 24 hours a day, seven days a week to answer your questions or help you should you need additional services.



"My friend asked her doctor for a referral to a psychologist when she started feeling nervous and edgy all the time. She ended up seeing someone that she didn't feel comfortable with and paid way more than I did when I needed counseling because I went straight to UBH for help."

Turn over to find out how to get more from your mental health and substance abuse benefits ...

4 Reasons to Get a Network Referral from UBH

Some benefit plans give you the option of arranging care with clinicians outside the UBH network. While the choice is yours, **you get more when you see a UBH network clinician.** Take a look . . .

	With a UBH Network Clinician	With a Non-Network Clinician
1. Cost	You may pay a modest copayment at the time of your visit. You pay no deductible in most cases.	You typically receive fewer covered visits, are reimbursed for only a portion of the clinician's bill and receive reimbursement only after you pay an annual deductible.
2. Time	You receive no bills and file no claim forms, so there's no time lost on paperwork or waiting for reimbursement.	You must file claim forms to receive reimbursement.
3. Best Match	When you call UBH for a referral, our clinically trained staff work with you to identify a clinician whose training, background and expertise suit your specific needs. The process is confidential.	Even if a friend or family member recommends someone, you can't be sure that the professional has the right background to address your unique problem.
4. Quality	UBH reviews the background and practice of each clinician before including them in our network. We recheck regularly, and provide resources and feedback to network clinicians.	There's no one checking background, license or practice history for you. And if you see an unlicensed clinician, your benefit plan may not reimburse you.

Make the Call for Better Mental Health Care Today!

High quality, hassle-free mental health care is yours with UBH and our nationwide network of clinicians and hospitals. All you have to do is call.

1-866-312-3078 toll-free

www.liveandworkwell.com
access code: 12488

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Get a Perfect Match – FREE!

One call to UBH is all it takes to get connected — at no charge to you — with a clinician whose practice and treatment orientation meets your specific needs. And if you don't feel that the clinician UBH referred is the right person for you, for any reason, just call us back and we'll make another free referral!

